



User Instructions for Video Mediation

Welcome to video mediation! Your mediator will talk with you on the computer screen today. You and the other party will sit in separate rooms for mediation. Each of you has a screen and remote control to use for video mediation.

The mediator can talk with both parties at the same time, or the mediator can talk with each of you separately.

These instructions explain how to use video mediation. The mediator will also explain video mediation and tell you what to do next.

Please fill out a survey form at the end of mediation, put it in the envelope, and give it to the clerk. Thank you.



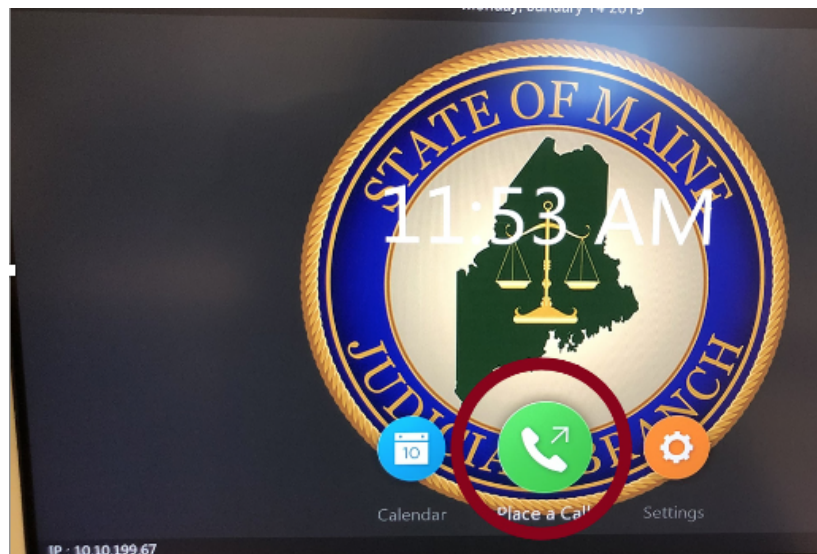
Introduction to Video Mediation

- In video mediation, the mediator can talk with you (and the other party) separately on the computer screen. To begin, the mediator will contact you to start a separate meeting. You will click on the green “Answer” button.
- In video mediation, the mediator can also talk with you and the other party together on the screen in a joint online mediation session. This is called the Mediation Conference. You will need to click on the blue button with the meeting room name in “Contacts” to find the joint Mediation Conference.
- You have a telephone in the room. If the video or audio connection fails, the mediator can call you on the telephone.
- If you wish to talk with the mediator privately, tell the mediator.
- If you can’t see or hear the mediator, tell court staff or the mediator.

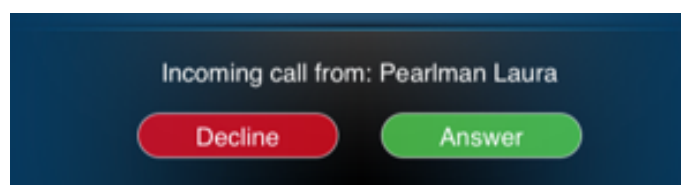


How to Start Video Mediation

Court staff will connect the video mediation equipment. You and the other party will sit in separate rooms with your own screens. You should see the Polycom home screen.



Your mediator will first speak with each of you separately. The mediator will contact you. If the call is not answered automatically, click on the green “Answer” button with the remote control to accept the mediator’s call.

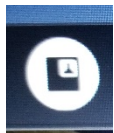


After speaking with both parties separately, the mediator will decide whether to continue talking with each of you separately or talk with both of you together in a joint mediation session. Even if you talk with the mediator and other party together in a joint mediation session, you and the other party will sit in different rooms at the courthouse and use separate screens.

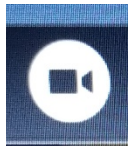


Video Mediation Settings

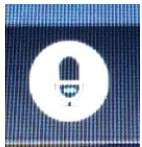
The icons on the bottom:



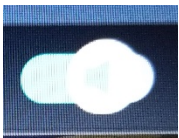
Shows the camera view to the party (on/off)



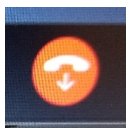
Turns the camera (on/off)



Turns the microphone (on/off)



Adjusts the volume

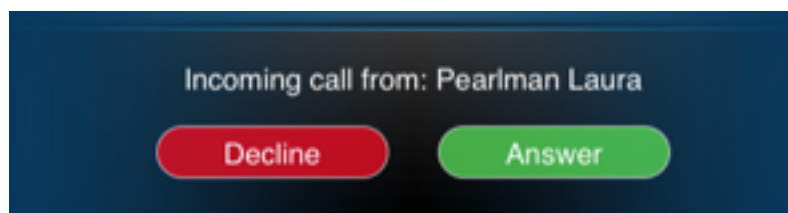


Hangs up the call and ends the meeting



How to Have a Separate Video Meeting with the Mediator

At the beginning of mediation, the mediator will talk with you separately (without the other party). The mediator will contact you. You should see the following screen:



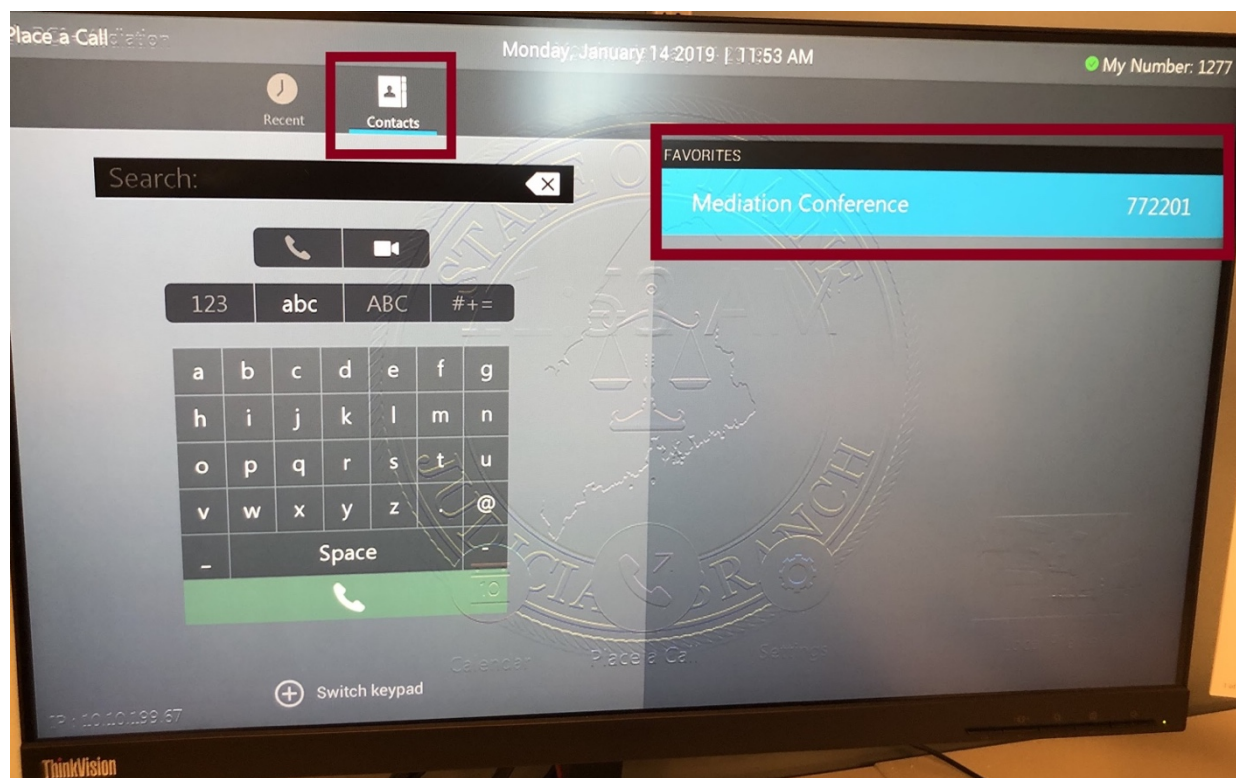
If the call is not answered automatically, click the green “Answer” icon. You will see the mediator on the screen and talk with the mediator only. To end this meeting, click the red telephone icon on the remote control.



How to Start a Joint Video Meeting with the Mediator and Other Party

If the mediator decides that you and the other party will participate in a joint mediation conference together on the screen, you will need to join the Mediation Conference for mediation.

Using the arrows on your remote control, select the “Contacts” tab on the screen. Here you will see your court’s video conference information. Under the list of contacts, select the Mediation Conference that will be used. In most cases, this will be labeled “Mediation Conference.” Please ask the mediator or court clerk if you need assistance.





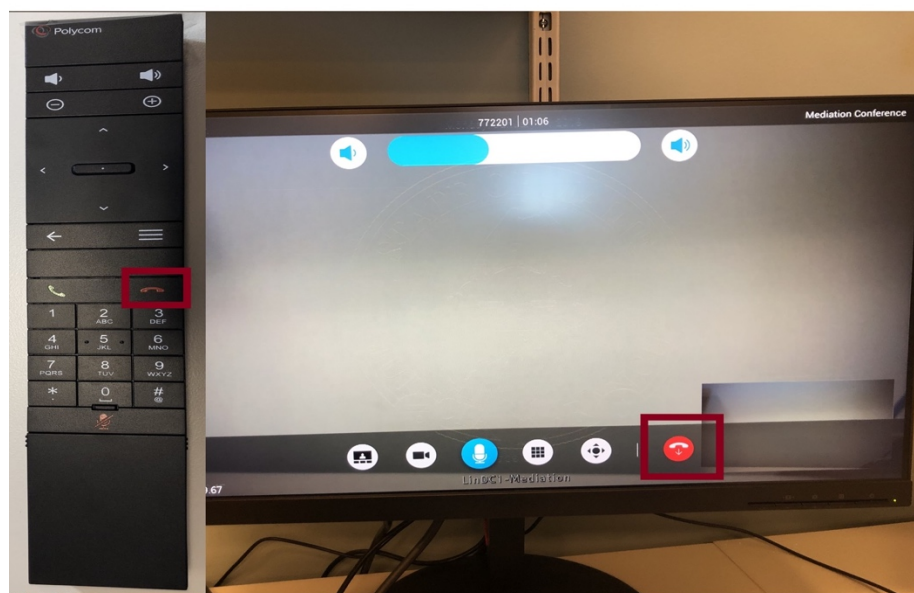
Once the blue contact is highlighted, select “Enter” on the remote control to join the joint mediation session.

When you are in a joint video mediation conference, the other party **will be able to see and hear you.**

To end the joint video mediation conference, click the red telephone icon on your remote control.

(If video mediation does not work due to technical issues, the mediator can contact you by the telephone in your room.)

To hang up a call, use the red telephone button on the remote control. You can also use the remote control to go to the red hang up icon on your screen and press “Enter.”





More About Video Mediation

- If you can see other people on the screen, this means that they are part of a joint Mediation Conference. They will be able to see and hear you.
- If you wish to speak privately with the mediator, you will need to end the joint Mediation Conference and have the mediator contact your screen directly.
- If you need to speak privately with your attorney, you can:
 - Mute your microphone for a moment, by either selecting the microphone icon on the remote control, or by going to the microphone icon on the bottom of the screen and clicking “Enter” on your remote. Once you’re done speaking privately, un-mute the microphone. (You might want to hold up a piece of paper so the others can’t see you while you and your attorney are talking), or
 - You and your attorney can step out of the room and into the hallway briefly.
- The mediator will tell you when to meet in a joint Mediation Conference, or if the mediator will talk with you separately. You can also let the mediator know if you want to talk with the mediator separately (without the other party).
- If you need to take a break, tell the mediator.
- If you have a problem, please tell court staff.



At the End of Video Mediation

- The mediator will type a report on the court form(s) to say what agreements you and the other party made, if any, and what issues you discussed in mediation. The mediator will show you and the other party these reports on the computer screen, then send them to the court clerk.
- While the mediator is completing the court form(s) about mediation, please fill out the survey form on the table, place it in the envelope provided, and give it to the court clerk. We want to hear from you about your experience in video mediation.
- The clerk will print the forms for you to read and sign. Please go to the clerks' window to sign the court form(s) about mediation. The clerk will make photocopies for you. Thank you.